

# A U S T I N C I T Y C O U N C I L

## A G E N D A

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Thursday, August 10, 2006

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### Purchasing Office RECOMMENDATION FOR COUNCIL ACTION

**ITEM No. 31**


**Subject:** Authorize award and execution of Amendment No. 8 to the contract with REMEDY INTELLIGENT STAFFING, Austin, TX, for temporary customer contact center and city-wide information center (3-1-1) personnel services, to increase the second extension option in an estimated amount not to exceed \$507,500, for a revised total estimated contract amount not to exceed \$4,881,810.

**Amount and Source of Funding:** Funding in the amount of \$253,750 is available in the Fiscal Year 2005-2006 Amended Operating Budget for Austin Energy. Funding for the remaining two months of the last contract period is contingent upon available funding in future budgets.

**Fiscal Note:** There is no unanticipated fiscal impact. A fiscal note is not required.

#### Additional Backup Material

(click to open)

 **Remedy\_Contract  
Summary**

**For More Information:** Sandy Calles, Buyer Sr./322-6487

**Purchasing Language:** Contract Amendment.

**MBE/WBE:** This contract was awarded in compliance with Chapter 2-9C of the City Code (Minority-Owned and Women-Owned Business Enterprise Procurement Program). No subcontracting opportunities were identified; therefore, no goals were established for this solicitation.

**Prior Council Action:** May 25, 2006, by Resolution No. 20060525-051

Austin Energy manages the call handling processes of the Utility Contact Center and the City Wide Information Center (3-1-1). The centers are staffed with a core of City of Austin budgeted personnel and also utilize contract labor for high call volume seasons and for establishing a trained pool of available agents for regular business. The original contract amount, established in February 5, 2004, was based on estimated business needs. In 2005, there were unforeseen events that required contract labor above what was planned. Council approved an increase of \$310,800 for the first extension option period to meet those needs.

To meet continuing growth demands, Austin Energy has re-solicited the needed service. This is being addressed through a separate Recommendation for Council Action.

This request for increased funding in the amount of \$507,500 will allow Austin Energy to transition the services to two new contractors with appropriate temporary staffing levels.

**AGENDA DATE: 08/10/06**

**VENDOR NAME: REMEDY INTELLIGENT STAFFING**

Contract Summary

<u>Action</u>	<u>Description</u>	<u>Amount</u>
Original Contract	Call Center Temporary Staffing	\$1,323,504
	1 <sup>st</sup> Extension Option (Year 2)	\$1,323,504
	2 <sup>nd</sup> Extension Option (Year 3)	\$1,323,504
	3 <sup>rd</sup> Extension Option (Year 4) – will not be used.	
Amendment No. 1	Administrative Increase	\$45,999
Amendment No. 2	Exercised first extension option (\$1,323,504)	
Amendment No. 3	Modification of services	\$0
Amendment No. 4	Increase first extension option (Year 2)	\$310,800
Amendment No. 5	Exercised second extension option (\$1,323,504)	
Amendment No. 6	Administrative Increase	\$46,999
Amendment No. 7	Added service location	\$0
Proposed Amendment No. 8	Increase second extension option (Year 3)	<u>\$507,500</u>
	Revised Total Contract Amount	\$4,881,810